

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DHR03712531
POSITION NO: 240422
POSITION TITLE: Collection Officer

DATE POSTED: 09/19/16
CLOSING DATE: 09/30/16

DEPARTMENT NAME / WORKSITE: Department of Navajo Veterans Affairs / Veterans Loan Program / Window Rock, AZ

WORK DAYS: <u>M - F</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: <u>AB60A</u>
WORK HOURS: <u>8:00 am - 5:00 pm</u>	PART TIME: <input type="checkbox"/> NO. OF HRS./WK.: _____	\$ <u>28,600.00</u> PER ANNUM
	SEASONAL: <input type="checkbox"/> DURATION : _____	\$ <u>13.75</u> PER HOUR
	TEMPORARY: <input type="checkbox"/> _____	

DUTIES AND RESPONSIBILITIES:

Under the immediate supervision of the Loan Officer, researches financial records to determine delinquent account balances, works with outside collection agencies, employers neighbors, postal workers to assist in locating debtors; research's maps and telephone numbers to locate debtors; responds to debtor inquiries and complaints; interviews clients, update files, and establishes payment arrangements; counsels debtor on status of their account and credit history. Monitors payments to ensure adherence to schedule, contact debtors when payment lapses; interprets policies and procedures; resolves issues and/or refers questions to appropriate staff; researches accounts and determines required charge-off or write-off actions and makes appropriate recommendations; assists with the preparation and presentations of resolutions to appropriate standing committee; initiates and processes legal actions against missing debtor; files bankruptcy claims. Testifies at legal proceedings; assists clients with policies, procedures and rules; provides information; ensures compliance with approved policies and procedures; participates in formulating personal loan policies and guidelines; assist with training new employees on equipment use, forms, procedures and methods, and related activities; may conduct site visitations.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- An Associate's degree in Legal Advocacy.
- Courses in legal processes and procedures related to debt collection.
- Progressively responsible in collecting a debt.

Special Requirements:

- Possess a valid state driver's license and the ability to obtain a Navajo Nation Operator's Permit within 90 days of date of hire.
- A favorable background investigation is required. *(If selected for the position tribal, federal and state background checks must be completed prior to employment at the applicant's expense).*

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Knowledge of bookkeeping, accounting policies, procedures and terminology; knowledge of applicable rules, regulations, policies and procedures; office practices, procedures and equipment; automated accounting/word processing/spreadsheet systems and database maintenance; basic math and arithmetic function; skills in establishing and maintaining effective working relationships with others and communicating effectively; maintaining detailed and accurate records and prepare financial reports processing accounting documents and payments accurately; performing arithmetic calculations with speed and accuracy; using standard office machines and automated information's systems.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.